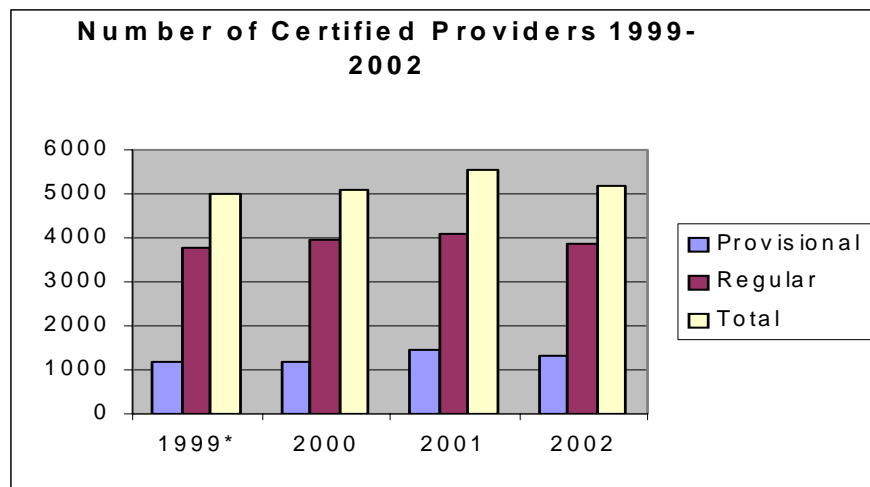


Summary of the Annual Survey of Certified Provider Information 2003

Below is a summary of a survey conducted by the DWD Child Care Section. The summary includes information from 72 counties and 8 tribes. The 2003 survey information was based on statistics as of December 31, 2002. Note: 1999-2001 surveys included information from 78 certifying agencies, the number in 2002 was 80 (100% return).

Type of providers	1999	2000	2001	2002	Change from 01
Provisional	1185	1167	1441	1335	-7.36%
Regular	3795	3933	4092	3855	-5.79%
Total	4980	5100	5533	5190	-6.20%



As of 12/31/02, there were 34 school age sites certified, eleven more than in 2001.

Number of site visits agencies complete to certified programs within a 2-year certification period

The Day Care Certification rules require certifying agencies to conduct a site visit to certified providers at initial certification and at renewal (every two years). The number of site visits to certified homes decreased from 2001. In 2001, 69% of agencies reported visiting providers at least once each year. In 2002, the number was 60%.

Frequency of visits	1999		2000		2001		2002	
Once every two years	29	37%	26	33%	24	31%	32	40%
Twice	29	37%	35	45%	37	48%	34	42.5%
More than twice	15	19%	17	22%	16	21%	14	17.5%
No info reported	5	6%	0		0		0	0
Total	78	100%	78	100%	77	100%	80	100%

Provider Training

According to the survey, most often the certified providers completed their initial 15-hour training at a Technical College, second was correspondence courses, and third Child Care Resource and Referral Agency.

Continuing education

According to the certification rules, the certifying agencies may require regularly certified providers to complete up to 5 hours of continuing education each year.

Counties requiring 5 hrs of continuing education								
	1999		2000		2001		2002	
Yes	20	26%	31	40%	31	40%	29	36.25%
No	51	65%	47	60%	47	60%	50	62.50%
No info reported	7	9%	0	0%	0	0%	1	1.25%
Total	78	100%	78	100%	78	100%	80	100.00%

Safe Child Care

The following information shows how the Safe Child Care funds were used throughout the state:

- 26% Purchased services, equipment or materials to help improve health, safety and developmental programming in certified child care settings.
- 23% Increased the number of site visits to certified providers to ensure a healthy and safe environment.
- 23% Provided technical assistance, training and/or information to certified providers.
- 16% Covered costs related to meeting certification standards.
- 10% Added the funds to the administrative dollars used for the certification program.
- 2% Used the funds for other purposes

Information on agencies charging fees for certification and background checks

Certification fee/Caregiver background check fee						
Type of fee	2000		2001		2002	
Certification fee only	24	30.77%	26	33.33%	35	43.75%
Background check fee only	12	15.38%	8	10.26%	7	8.75%
Cert & BC fee	12	15.38%	14	17.95%	11	13.75%
No fees	30	38.46%	30	38.46%	27	33.75%
Total	78	100.00%	78	100.00%	80	100.00%

Denials/Revocations and refusals to renew

Number of providers whose certification was denied, revoked or refused to renew doubled in 2002 from the previous year. Also the number of revoked/denied providers who appealed the denial/revocation decision increased dramatically.

Number providers revoked/denied			
Reason	2000	2001	2002
Caregiver Law	205	104	85
DWD 55 - Certification rules	268	155	515
Appealed	27	33	107
Rehabilitation Reviews	58	24	25

Complaints received by counties/tribes on certified providers:

The number of complaints filed against certified providers increased by 17% from the previous year. Percentage of substantiated complaints increased by 4%.

	<u>2000</u>	<u>2001</u>	<u>2002</u>
Reported no complaints	24.5%	27%	25%
Reported complaints	75.5%	73%	75%
Total number of complaints	425	371	434
Number substantiated	136 (32%)	110 (29%)	145 (33%)

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